

(b) The recent tender for planning supply and commissioning of 2G/3G combo network for 45.5 Million lines is yet under financial evaluation.

(c) Price of equipment is dependent on several factors such as the technology sought, scope of work, specifications and other terms and conditions like rollout schedule, payment terms etc. and therefore straight comparisons cannot be made.

### **Delay in tender process**

**3065. SHRI SITARAM YECHURY:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased state:

(a) whether BSNL had decided to purchase huge quantity of mobile handsets to face the competition from the Private Service Providers;

(b) if so, the details thereof;

(c) whether it is a fact that there is enormous delay in the tendering process; and

(d) if so, the reasons therefor?

**THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD):** (a) and (b) BSNL has floated tender for procurement of 3 lakh GSM based fixed wireless phones.

(c) and (d) NIT for this tender was issued on 26-12-2006. Being a two-stage bid, Techno Commercial bid was opened on 08-03-2007. The bid is presently under evaluation and techno commercial screening is in the final stage. Financial bid of only short listed bidders will be opened at a short notice.

### **Ombudsman for postal sector**

**3066. SHRI T.T.V. DHINAKARAN:** Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is proposed to set up an Ombudsman for postal sector to address the grievances of consumers;

(b) if so, the details thereof; and

(c) if not, the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) No, Sir. It is not proposed to set up an Ombudsman for postal sector to address the grievances of consumers.

(b) Does not arise in view of (a) above.

(c) A well defined system of redressal of public grievances already exists in the Department. The Department has a full-fledged Public Grievance Divisions at Directorate, Circle, Divisional and Post Office levels. In addition, the Department has also set up 1116 Computerised Customer Care Centres in the country for speedy redressal of grievances. These centers are inter-connected through a specially designed web-based system enabling them to exchange information on complaints in real time. The locations of these centers have been chosen in a way to ensure that each district headquarter has at least one such customer care center. The department also provides facility of online registration of complaints on its web site [www.indiapost.gov.in](http://www.indiapost.gov.in).

### Delay in implementation of I.T. projects

3067. SHRI C. PERUMAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether there is any pending project with Government in the Information Technology sector in the Tenth Five Year Plan;

(b) if so, the reasons for such pendency and financial implications due to the delay in implementation of the projects; and

(c) the steps proposed to be taken to expedite the projects?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) There is no pending projects in Information Technology Sector in Xth Five Year Plan on account of financial implications. However, the following five projects have been re-scheduled due to technical reasons:—